UNIVERSITI TEKNOLOGI MARA MALAYSIA

e-Express (Bus Ticketing System)

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ABSTRACT

Nowadays, the Internet and web allows people to access and retrieve information and do many online transactions. Online bus ticketing system helps the both sides which are passengers and also the admin itself. It will manage the flow of the booking system and help the admin in order to manage their management. The current manual system actually gives many problems. The existing bus ticketing system is a manual system. Customers have to go to the bus counter ticket if they want to buy a ticket. The proposed system was come out to overcome those problems. The system was developed with CakePHP framework and using the PHP language and MySQL database. It hoped that the system will overcome the problem of the passengers and admin in a booking system.

CHAPTER 1

INTRODUCTION

1.0 Introduction

Transportation is one of most important thing in human life. People need transport to move from destination to other destination. Bus is the most preferable choice by people because of the cheapest fare, comfortable seat and easy to get the services. Nowadays, companies that provide bus services such as RapidKL, Sani Express and Transnasional have upgraded their services in order to attract the customer. But there are many problems faced by people when purchasing the bus ticket.

e-Express (Bus Ticketing System) is a system which cover the online bus ticketing system. The system is a web development based system. It helps the customer of express bus in booking the ticket. The customers can access the Internet and find the information such as bus fare, time of the bus departs and the availability of the seats. They can also buy a ticket and do an online payment.

1.1 Problem Statement

The existing bus ticketing system is a manual system. Customers have to go to the bus counter ticket if they want to buy a ticket. They have to queue at the counter in order to buy a ticket. In addition, they have to take a taxi or bus to go to the bus terminal if they don't have their own transport. If there is no ticket available, the customers will not know until they have reached the counter or by calling the counter. Besides that, there are many people who take advantages by selling the counterfeit ticket and the customers will be charged with higher fare especially during festival season.